Attachment C - Indicators of Quality for Durable Medical Equipment Reuse

Category	Description	Standard	Key Factors	Notes
Sustainability / Quality Improvement	Measuring results is essential for objective analysis of the program's progress toward building capacity & serving customer needs. " information obtained from consumer input should be used to modify services delivery practices on an on-going basis - SMART	Use of program data: the program uses output, outcome and customer satisfaction data to modify the program	Data collected by this program is used to:	
			Meet legal reporting requirements	
			Drive a continuous improvement process	
			Measure progress toward goals	
			Obtain consumer input	
			Evaluate return on investment and management reporting	
			Encourage providers participation	
			Support requests for new or renewed funding	
Program Operations	Appropriate, standard procedures for evaluating the condition of donated devices will contribute to more effective refurbishing practices	Evaluation of Used Devices: The program has written, devise-specific procedures that are applied consistently for evaluating the repair and refurbishing needs of equipment received by the program. This evaluation becomes the work order for the refurbishing technician.	The program has procedures for evaluating equipment for repair or refurbishment that:	
			Are written	
			are device-specific	
			Include a standard checklist of features and functions to be evaluated	
			Includes disposal standards when no longer needed	
			Includes liability details	
			Includes criteria for standards	
			specify how the evaluation is to be done	
			are performed by a trained individual	
			Use standard procedure and Medicare supplier standards	
			Include certification and product specifications from Medicare and accreditation agencies for specific products	

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User Services	The customer may be able to come to the Reuse Center for matching of a device, but may need a means of transporting the device to his/her home. If the program lacks the capacity to provide delivery, it my arrange with some other organization to do so, or put the customer in though with another organization to arrange delivery. The program, or another cooperating organization, may deliver repaired devices or temporary replacement devices	Equipment Delivery to Customers: The program delivers, or works with other groups or services to deliver, assigned devices to customers	Anywhere in the program's service area	
			For all types of eligible customers	
			According to eligible customer priority -if indicated	
			Expedite the use of refurbished equipment	
			Customer service training	
			For all types of devices	
Organizational Structure, Governance, & Management	The purpose of an oversight group varies from for-profit to non-profit to government agency. In general, a board or advisory council sets strategic direction and assists in finding financial support for the program	Governing Body: The organization (or the AT reuse program if it is part of an organization with non-reuse activities) has a governing body that provides counsel, oversight and support for the program	Has a user friendly database	
			Involves durable medical equipment provide	
			One of the following should apply:	
			The program has its own governing board	
			The program is part of a larger organization which has a governing board whose function clearly involves counsel, oversight, and support for the reuse program	
			The program is part of government or other agency and its own advisory council or similar body	
			The program is part of a larger organization which has an advisory council whose function clearly involves counsel oversight and support for the reuse program	
	Managers who perform well are vital to the success of the Reuse Program	Management Expertise: The individuals in management have knowledge, skills and experience specific to their assigned roles.	The individuals in management roles have:	
			Knowledge that qualifies them to perform	
			Skills required to do the job properly	
			Previous experience, not necessarily in the same role in an AT reuse program, but in a role that is relevant to the job.	
			The contracted agency will maintain a database	

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Supplier & Manufacturer Relationship	Good working relationships with suppliers and manufactures can strengthen a program. Collaboration clarifies the relationship, and removes the misconception that reuse programs pose a threat to suppliers and manufactures. Instead they can work together to serve more people	Supplier and manufacturer Relationship: The program collaborates with suppliers and manufactures of the types of technology use in the program.	The program collaborates with suppliers or manufactures:	
			Have certified personnel (e.g. ATP, PT, OT)	
			To make customers of the reuse program aware of manufacturer certification of technicians	
			To promote the donation of used AT to the reuse program (because suppliers often encounter possible donations when they pick up rental equipment)	
			To explore cooperative or shared delivery services	
			To establish service agreements for repair of devices	
Communications and Program Awareness	Providing communication about the AT reuse program to all the necessary organizations, agencies, and individuals in order to make the public aware of efforts and promote participation.	Comprehensiveness (Statewide Programs Only): The program serves customers of all ages and types of disabilities by providing reusable assistive technology of all types.	The program serves clients of all ages and types of disabilities:	
			By collaborating with organizations that focus on specific disabilities (e.g., United Cerebral Palsy)	
			By collaborating with community institutions that reach specific ages groups (e.g., schools and Senior Citizens centers)	
			By collaborating with government agencies or community organization whose clients may be uninsured or unable to afford assistive technology	
			By collaborating with as many organizations as possible to identify potential users and to reclaim AT for reuse	
			Encourage members to participate	

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Management Reporting	Accurate financial and accounting reporting is critical for management information and for legal compliance for the organization	Accounting Operations: The accounting operations are performed by qualified individuals who comply with governing law and written policies and procedures in managing the receipt and disbursement of funds, payroll and inventory.	The program has implemented written procedures for preparing budgets that include:	
			A thorough examination and development process	
			All members of the operations management team	
			Preparation of a contingency plan that specifies how to address budget cuts, shortfalls in income and/or unanticipated cost increases	
			Return on investment to support sustainability	
			Management information reporting	
Emergency Preparedness	The program should be able to collaborate with other agencies and provide assistance in an emergency.	Continuity of Operation Plan: the program has a current and documented emergency preparedness plan that identifies the measures to be taken to remain in operation during and following an emergency or disaster.	The program has a documented plan for dealing with an emergency or disaster that threatens its ability to operate as usual that includes:	
			Policies that define when an emergency plan is triggered and when the program returns to normal operations, and who makes those decisions	
			Identification of scenarios most likely to impact program operations and associated plans for operations in the event of those scenarios	
			Identification of activities that will continue during an emergency or disaster and those that will be suspended	
			Communication information for each worker who plans to be available for emergency response	
			Specific assignments and succession planning for all key roles	
			Plan for providing services from an alternate location, if necessary, including an inventory of tools, supplies and fixtures that will be needed.	
			use of special vehicles to transport workers to the operations site or to deliver AT devices (if access vial normal transportation is a potential issue)	

			Backup copies of all databases, including customer records, inventory and accounting records, in an off-site and accessible location	
			Established collaboration with other organizations, agencies or groups with Memoranda of Agreement in place	
			Addressing the possible need for housing in another location for key staff	
			Procedures for "sheltering in place: if an unforeseen emergency prevents staff and/or clients from leaving the facility	
Contract Resource Management	The use of well-written contracts avoids potential issues with contracted workers	Contract Workers: the program has written policies and procedures that are consistently implemented for the contracting of services	The program has procedures for evaluating equipment for repair or refurbishment that:	
			Specify services to be rendered	
			Specify fees to be paid for services	
			Bind contractors to confidentiality and nondisclosure of information	
			Require appropriate liability insurance	
			Specify who retains legal ownership of work products	
			Accommodate any holding needs for providers to fit equipment to a recipient	
			Requires appropriate professional and business liability insurance	